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To enrich lives through effective and caring service.

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June 8, 2009

To: Each Supervisor

From: Tom Tindall
Director

Subject: **TELEPHONE LINE AUDIT – ZERO USAGE PROJECT**

This is to advise you of the status of the Telephone Line Audit – Zero Usage Project managed by ISD. This is one of many efficiency projects that County departments have pursued to create ongoing savings.

Background

ISD is responsible for maintaining and updating the County's telecommunications inventory. In 2008, ISD developed a report that included approximately 38,000 telephone lines that did not have outbound toll usage.

Since July 2008, the ISD project team has been working with County departments to identify and disconnect telephone lines that are no longer needed, and retain lines that legitimately do not have outbound usage (e.g., emergency phones in elevators). The review process is labor intensive, requiring researching telephone lines compared to organizational charts and telephone directories, "soft-disconnections", calling individual telephone lines, etc. Caution must be exercised to ensure that emergency and mission critical lines are not disconnected in the review process.

Current Status

Initially, we estimated annualized savings to the County-wide telecommunications budget at approximately \$500,000. However, through May 2009, 8,078 lines have been disconnected for annualized cost savings of \$1.45 million. An additional 4,592 lines have been identified as necessary to retain.

The project will continue until June 2010, with estimated total potential cost savings in the range of \$2 - \$3 million per year upon completion.

If you have any questions, please contact me at 323-267-2101.

c: ISD Board Deputies
Chief Executive Officer
Ellen Sandt, DCEO